



Complaints Policy & Procedure

June 2025

Purpose of the document:	This policy is intended to provide guidance to Councillors, FTC employees and residents regarding the procedure to be followed in the event of a complaint.
Reviewed by	Finance & Scrutiny Committee
Adopted:	10 June 2025
Frequency of Review:	Annually
Review date:	May 2026
Freedom of Information:	This policy will be published on the FTC website and a copy will be made available to view in the council offices

1. Purpose

This policy sets out the procedure for dealing with complaints about the administration or procedures of Filton Town Council. It is intended to ensure that complaints are handled fairly, promptly, and transparently.

2. Scope

This policy covers complaints about:

- The standard of service provided by the council
- The conduct of council staff

It does not cover:

- Complaints about individual councillors (these should be referred to the Monitoring Officer at South Gloucestershire Council)
- Matters that are subject to legal proceedings or insurance claims

3. Informal Resolution

Complainants are encouraged to raise concerns informally with the Clerk or relevant council member in the first instance. Many issues can be resolved quickly without the need for a formal complaint.

However, should a complainant decide to proceed to a formal complaint, the process is outlined below.

4. Formal Complaints Procedure

Step 1: Submitting a Complaint

Complaints should be submitted in writing to the Clerk and must include:

- The complainant's name and contact details
- A clear description of the complaint
- Any relevant supporting documents

If the complaint is about the Clerk, it should be addressed to the Mayor of the Council.

Step 2: Acknowledgement

The complaint will be acknowledged in writing within 5 working days of receipt.

Step 3: Investigation

The Clerk (or Mayor, if the complaint is about the Clerk) will investigate the complaint. This may involve:

- Reviewing documents
- Speaking with relevant parties
- Seeking legal or procedural advice

The person dealing with the complaint may choose to request that the complaint be considered by the Finance & Scrutiny Committee, or another meeting. The complainant would be provided with 7 days' notice of the meeting and would be able to bring a representative.

The Council would consider whether the circumstances regarding any complaint would warrant the matter being discussed in the absence of the press and public.

Step 4: Response

A written response will be provided within 20 working days. If more time is needed, the complainant will be informed of the delay and the reason.

5. Appeal Process

If the complainant is not satisfied with the outcome, they may request a review by the full council or a designated complaints panel.

The complainant may contact the monitoring officer at South Gloucestershire Council at any time during the complaint process including if they remain dissatisfied with the outcome following the appeal process.

6. Confidentiality

All complaints will be handled with appropriate confidentiality. Personal data will be processed in accordance with the council's Data Protection Policy and GDPR.

7. Review of Policy

This policy will be reviewed annually or sooner if required by changes in legislation or council procedures.